



General Terms and Conditions

Request and confirmation

Step 1: The enquiry must be written (via E mail, Fax or simply using the contact form). In this form will be the type of visit, number of persons as well as the duration of the service.

Step 2: You will receive my answer containing the price for the chosen tour, time and meeting point.

Step 3: You send your confirmation, only this ensures that the contract is valid.

Duration of a tour:

Walking tour or visits with specific themes: 2 hours

Half-day: 3 hours (by bus/ car)

Full day: 6 - 8 h (incl. 1,5 h lunch break) - if a morning tour ends after 1:30 p.m., it is considered as full day.

Prices:

The fee depends on the number of persons and the type of tour, as well as the duration of the guided tour. The Guide fee does not include the value added tax (20%), entrance tickets meals or transportation tickets.

Conditions of payment:

The payment must be done, unless otherwise expressly agreed, by Bank-transfer at least 7 day before the date of the guide tour. If there are bank-charges, they have to be paid by remitter.

Meeting points and waiting time:

The meeting point and time should be fixed with the confirmation of the tour. Any change in time and date is only possible if arranged in advance and confirmed by me. The waiting time for the guide ends 30 minutes after the agreed upon time. It can be extended with a phone notice to me on time. In this case the waiting time will be counted as service-time. If guests are not showing up, the applicable tourist guide fee for the service booked will be charged.

Conditions of cancellation:

If you do so, please be aware to do it early enough, otherwise I will charge you as follows:

14 - 4 days before the date: 50%

3 days or less before the date: 100% of the applicable tourist guide fee will be due.

Responsible court:

Vienna